OSAT Quarterly Newsletter

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Reactor Project Hosts Event For Its Neighbors

Some were drawn to one corner of the cafeteria where a video about decommissioning ran continuously throughout the evening. Others meandered through exhibits, leisurely looking at the many photographs and reading about the progress being made in preparation for decommissioning the closed Plum Brook Reactor Facility. A group of retirees could also be seen telling stories to a young Decommissioning Team member. Still others enjoyed refreshments and chatted with old friends as they waited for the slide presentation to begin. At some time during the evening most everyone picked up fact sheets, the first edition of the Decommissioning Newsletter, or an extra refrigerator magnet to take home with them.

On Tuesday, October 23, 2001 from 7 to 9 p.m., NASA hosted its third annual Plum Brook Decommissioning Project Community Information Session. Thanks to Perkins High School Principal Chris Gasteier, the Community Information Session was held in the school's cafeteria, and provided ample space for community members to enjoy the evening's program in a relaxed atmosphere.

Sally Harrington of NASA's Community and Media Relations Office, was pleased with the turnout; "Even though we keep a dialogue open with the community throughout the year, we think it's very important to hold these kinds of Community Information Sessions, where community members can come and talk directly with our Decommissioning Team about any aspect of the project." About 35 community members - from high school students to NASA retirees - attended the session. In addition, the Decommissioning Community Workgroup held their ninth quarterly meeting prior to the start of the Community Information Session and four members stayed to share their views and experiences with others in their community. "This event was well advertised, and I was glad to see some neighbors here," said John Blakeman, a retired Perkins High science teacher and Community Workgroup member. "NASA had all the experts here, as always. I especially liked the displays. They were very informative and well done."

Prominent at the session was the series of displays (photos and text) where folks could get information on the specific topics in which they were most interested. Some people gravitated to the display about other decommissioning projects going on around the country. Others were questioning John Heggie, Health and Safety Manager for Montgomery Watson Harza (one of NASA's contractors) about measures being taken to protect workers. Many people talked with Keith Peecook, NASA Senior Project Engineer, about the progress being made in pre-decommissioning activities.

While NASA hosts the events for the benefit of the community, NASA team members also learn a lot from those who attend. "We had some tremendous discussions that evening," said Tim Polich, NASA Decommissioning Project Manager. "Some people came in the door with questions, and others wanted to know more about something they had just read about or seen during the evening. Either way, we made sure they got to talk to as many people and for as long as they wanted. It gives us great insight on what's important to our neighbors in the community."

One attendee at the session noted, "I've been here (in Erie County) for 77 years and I've always felt safe. People have benefited from nuclear research in medical and other areas. (Plum Brook Station) has been part of my life - a lot of good things have come out of it." Conversations continued until after 9:00 that night. Said one of the last to leave, "I appreciated the personal attention I got. They really answered my questions."

Quality Management Office (QMO)

Adding Value to Auditing
ISO 9001:2000

The quality world is constantly reinventing itself by developing new standards. Critical stakeholders are looking for the information that they need in order to make the right decisions; thus, impacting quality system effectiveness. Senior management needs to know that processes are stable and safe, and that risks are identified and mitigated. Customers want a safe, consistent, quality, and value priced product.

During this fiscal year, NASA Glenn Research Center is transitioning to the new ISO 9001:2000 standard. ISO 9001:2000 is a more process oriented, customer focused, and business driven standard. As what adds to or detracts from value is looked at ever more closely, value detracting activities are being eliminated. As part of this process, internal auditing is being reinvented and will change its focus. It is clear that with the implementation of this new standard, the auditor's job has grown in complexity.

ISO 9000:1994 auditing objectives were clear: audit for conformance to the standard and the company Quality Management System. The primary job of the internal auditor was to assure day to day conformance, and work to address internal nonconformances. The fundamental basis of this model is a belief that the Quality Management System itself, and conformance to that system, serves as a primary driver for achieving the objectives of process improvement and customer satisfaction.

A paradigm shift in the auditing process has started. Over time, as the state of ISO compliant systems in the US grew and matured, a new catch-phrase could be heard more and more: "the value-added audit". The idea is that "value-added" means providing a service that goes beyond simple assessment for conformance with the standard. If the auditor can assess for conformance and at the same time provide additional help for a company, such as identifying improvement opportunities or benchmarking against other departments or companies, the results are much more meaningful.

There have been changes in the new ISO 9001:2000 from that of the ISO 9001:1994 version of the standard. In the 1994 standard, the requirements consisted of 20 elements based on standards developed in the 1970s. The new structure is aimed at continual improvement and consists of four major processes: Management Responsibility, Resource Management, Product Realization, and Measurement, Analysis and Improvement. Also, the developers of ISO 9001 felt that the revision should incorporate quality management principles such as: Customer Focus, Leadership, Continual Improvement, Involvement of People, Factual Approach to Decision Making, Mutually Beneficial Supplier Relationships, Process Approach, and System Approach to Management.

Challenges will present themselves to the auditors as the process matures and we continually define our role in respect to ISO. The key is to add value to the organization while insuring customer satisfaction.

Risk Management Office (RMO)

Process Based Mission Assurance (PBMA) – Knowledge Management System (KMS)
New Web Resource for Program/Project Managers and Safety & Mission Assurance (SMA) Professionals

PBMA-KMS provides quick, real-time access to the latest safety, reliability, and quality assurance requirements, documents, process ideas, best practices, and lessons learned, along with SMA profiles of recent and ongoing NASA programs and projects. Basic content includes: over 200 Best Practice SMA Planning Documents, over 110 Interviews or "Video Nuggets" that captures the Tacit Knowledge of NASA and Aerospace Industry Experts, over 1000 Links to NASA, DOD, DOT, DOE, NIST, and Lessons Learned Resources. PBMA-KMS is currently the only working NASA-wide knowledge management system. Located at http://pbma.hq.nasa.gov, the PBMA-KMS web site supports mission safety and success by enabling people to efficiently and effectively share critical knowledge across space and time.

PBMA-KMS is designed for those individuals across the NASA community involved in program/project planning, implementation, and review. Principal users would include program executives, program/project managers, project team members, ISO 9000/9001, System Managements Offices, Advance Program and Project Leadership Training, Procurement Offices and members of the SMA community. Other users would include independent assessment teams, NASA Systems Engineering Offices, NASA domestic and international partners, academia, and NASA contractors.

PBMA-KMS offers advanced knowledge management functionality, including the capability to support multiple work groups or "communities of practice." This functionality is designed to facilitate knowledge reuse and sharing, enabling personal knowledge to become organizational knowledge and organizational knowledge to become personal knowledge. The collaborative environment includes: Web-based, Customized Work Group Home Pages, Document Sharing, Web Folders, Group Calendar, Task List, Contacts, Threaded Discussions, Polling, Instant Messaging, Live Person Support and On-line Help. The web site currently supports over 700 members in 60 work groups – with expanding growth potential!

PBMA-KMS also offers three types of Program Assist Wizards. The first is a Wizard that automatically prepares SMA plans. The second is a Wizard that assesses Program Management career development. The third and final Wizard evaluates programs and projects in light of their typical review processes.

The PBMA Training and Deployment Team has conducted PBMA Overview and hands-on computer training sessions at all of the NASA Centers, with KSC scheduled for April 2002.

Pictured are the Training and Deployment Team at the Jet Propulsion Laboratory on March 27, 2002 from left to right: Jennifer Jones (GRC/SAIC), Maria Havenhil (GRC/SAIC), Dr. Lois Scaglione (PBMA Program Manager at GRC) and Harrel Crenshaw, JPL PBMA representative.

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SAFETY
AND THE
SUPERVISOR

SLIPS, TRIPS AND FALLS
SAFETY MEETING PRESENTATION

Glenn Safety Office (GSO)

Help Us Prevent Slips, Trips and Falls

When someone slips and falls on TV or in the movies, it usually gets a big laugh. His arms fly up in the air and the look on his face as he lands on his behind is hilarious. In reality, slips and falls are not funny at all. They can lead to very serious injuries. However, by keeping an eye out for slip and fall hazards, you can help make our workplace safer.

There Is A Difference Between Slips And Trips

There is a difference between slipping and tripping. A slip is a loss of balance that occurs when there is too little friction between our feet and the surface we are walking on. It is that simple.

The trick to spotting slip hazards is to notice when something might decrease or eliminate that friction. Wet surfaces can cause us to lose our footing. When we hurry or run, our chances of suffering a slip are even greater.

There are a few things you can do prevent slips at work. Perhaps the most important is to clean up any spill right away. Even a minor spill of just a few drops may be enough to cause someone to slip. It does not matter whether you were the one to cause the spill. Make it a practice to clean up any spill you notice, regardless of who caused it. You should also pay attention to floor conditions.

Whenever it rains or snows, people inevitably drag in moisture on the soles of their shoes. This makes it more likely that, on days with bad weather, someone will slip and fall. Smooth surfaces should also cause you to use more caution. If you suddenly find yourself walking on a smooth or shiny surface, make it a practice to slow down.

Watch Out For Tripping Hazards, Too

A trip is when your foot hits an object. If your momentum is great enough, your balance will be thrown off, causing you to fall. Slips and trips are different, but they do have one thing in common. They are both more likely to occur when you hurry or run. There are three main factors that contribute to a trip. The first is lighting. It makes sense that if you cannot see what is in front of you are more likely to trip over it. Always turn on the lights when you enter a room, even if you just plan to run in and out quickly. Groping in the dark to find your way is a good prescription for a trip. If you have to go into a dark room, always take a flashlight.

The second factor that contributes to trips is clutter. When you are lying on the floor after tripping what you tripped over does not really matter. Reducing clutter is the best way to avoid trips.

Store materials and tools on shelves and in closets. Do not leave them lying around. Always try to put things on a shelf, in a drawer or on a hook when you are done using them. Be especially careful with stairs. The stairs are the last place you should ever consider storing anything. Some clutter seems necessary. For example, an extension cord might be necessary to get power to a remote device. This does not give you an excuse to clutter a walkway. There is always a way to reduce the hazard. Consider taping the cord to the floor, move the object closer to an electrical outlet or use longer extension cords to allow you to run them near walls and out of the path of pedestrian traffic.

Finally, loose footing can cause a trip. This means loose spots on floors, stairs and steps. You should report loose carpeting, stair treads or hand rails immediately. Also report depressions in the floor, loose tiles or severe cracks.

Preventing slips and falls is everyone's responsibility. Please do your part by following these simple rules.

Thanks for your attention. Have a safe day.

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Environmental Management Office (EMO)

Pollution Prevention Success Story

The research group at the Engine Components Research Lab (ECRL) in building 102 installed a new 4-inch diameter, stainless steel, high pressure, and oxygen supply line. Equipment such as this new supply line that is to be used in oxygen rich environments must be cleaned to safety standards prior to use to minimize contamination which reduces the chance of fires or explosions. In the past harmful and ozone depleting chemicals such as trichlorotrifluoroethane $C_2F_3Cl_3$ (CFC 113), dichlorofluoroethane $C_2H_3FCl_2$ (HCFC 141b) or 1,1,1-trichloroethane (TCE) were commonly used for the cleaning and verification of such oxygen systems. Title VI of the Clean Air Act is putting an end to the production and use of these chemicals. Since these chemicals have a history of performing this task well and this task is safety driven the implementation of new substitute chemicals for conformance with the Clean Air Act has been difficult for all involved.

The ECRL research group took the opportunity to have their oxygen line cleaning preformed with the latest environmentally friendly chemicals by the White Sands Testing Facility (WSTF), the leader in testing oxygen cleaning substitutes and procedures for NASA. Additionally the ECRL group's arrangements provided a new chemical training opportunity for the Plum Brook oxygen equipment cleaning team plus salvage of the chemicals used.

The WSTF team cleaned the interior of the pipe with heated OAKITE-33 acid solution. After the pipe was cleaned with the acid solution it was rinsed with deionized water. A basic Oakite solution was then sent through the pipe to neutralize residual Oakite 33 and perform a final cleaning. The pipe was again rinsed with deionized water. After that, the cleaning was verified using HFE-7100. This fluid is run through the pipe and then collected and tested for impurities. After testing confirmed the cleanliness of the pipe, heated nitrogen gas was used to dry the pipe. Finally the pipe was sealed to maintain the cleanness while waiting for use.

Chapters 4 and 26 of the Glenn Research Center Environmental Programs Manual state that compliance with the Clean Air Act and phasing out the use of ozone depleting chemicals are GRC Policies. This cleaning procedure showed by example that GRC's environmental policy could be followed while still obtaining the required degree of cleanliness. This cleaning is both effective and accepted by other NASA centers. The newly formed Oxygen Cleaning Advisory Committee has been discussing this cleaning method along with other available options.

Additional information may be obtained from the Safety Office from Dallas Jenkins at 3-3771 or Colman Zsiros at 3- 3028 or from the Environmental Office from Christie Myers at 3-8874

Security Management Office (SM0)

IDENTITY THEFT
SPECIAL REPORT

DEFINITION: Identity theft and identity fraud are terms used to refer to all types of crime in which someone wrongfully obtains and uses another person's personal data in some way that involves fraud or deception, typically for economic gain.

Ways of Retrieving Personal Information: Two ways criminals retrieve personal information are to engage in "shoulder surfing" (watching you from a nearby location as you type in your calling/credit card number) and "dumpster diving." They send out "spam" e-mails promising some type of benefit if you respond with your personal information.

Ways to Protect Yourself: When you receive pre-approved credit cards in the mail tear up the contents before throwing them away. Apply this to all documents you throw away that has your personal information on it (like social security numbers, phone numbers, account numbers, etc.) or invest in a personal shredder.

Just remember the word "SCAM":

S. Be stingy about who you give your personal information to. Ask them why they need it and how they will use it. If you doubt their intentions at all, ask them to send it to you a written application and check the company out through the Better Business Bureau

C. Check your financial information regularly to see if anything is there that does not belong.

A. Ask periodically for a copy of your credit report.

M. Maintain careful records of your banking and financial accounts. Keep your bank statements and checks for at least one year.

What Do I Do If I Become a Victim of Identity Theft?:

Contact the Federal Trade Commission (FTC) to report the situation at 1-877-ID THEFT (877-438-4338).

Contact your local office of the Postal Inspection Service if you suspect that the identity thief has submitted a change-of-address form or may have used the mail to commit frauds involving your identity.

Call the Social Security Administration if you suspect that your Social Security number is being fraudulently used at 1-800-269-0271.

Contact the Internal Revenue Service if you suspect improper use of identification information in connection with tax violations at 1-800-829-0433.

Call the fraud units of the three principal credit reporting companies:

Equifax: 1-800-525-6285 (fraud)
1-800-685-1111 (credit report)
Experian: 1-888-EXPERIAN (fraud and credit report)
Trans Union 1-800-680-7289 (fraud)
1-800-888-4213 (credit report)

Contact all creditors with whom your name has been fraudulently used. Contact all financial institutions where you have accounts that an identity thief has taken over or that have been created in your name.

More Information:

http://www.consumer.gov/idtheft/
http://www.ftc.gov/bcp/conline/pubs/credit/idtheft.htm
http://www.usdoj.gov/criminal/fraud/idtheft.html#